



JOB DESCRIPTION – Final Draft

Position Title <i>Te tūraka mahi</i> : College Operations Coordinator	Area <i>Te Tari</i> : College of Work Based Learning
Reports to (title) <i>Ka whakarataia e</i> : Head of College	SP10 placement : D Band

Primary purpose

To provide day to day and strategic operational leadership of the administration functions, within the College of Work Based Learning and to support the Head of College and other members of the College Leadership Team to complete a wide range of administrative, financial, and academic/programme administration activities.

Key responsibilities and accountabilities	Outcome / Ka hua
Leadership of College Administration functions	<ul style="list-style-type: none"> • Effective leadership is provided to direct reports engaging teamwork and collaboration, working towards a high performing team environment. • College administrative staff are professionally competent, qualified, skilled, maintain currency of knowledge and practice, and are well connected across OP and with industry. • Performance expectations are set, monitored, and regular feedback is provided. Performance reviews are undertaken, development activities agreed, and performance plans set and recorded for all direct reports. • Collaboration between Programme areas is encouraged and promoted ensuring that administration processes are efficient, effective and are conducive to departmental and College efficiency • College related travel and accommodation is coordinated and booked costeffectively • Continuous improvement in service is achieved through effective self-reflection. All feedback channels are effectively monitored to gauge customer experience and service quality, and improvements or changes are made where necessary in response to customer feedback. • All processes are in accordance with OP policy and procedures
Manage Programme Specific Administration	<ul style="list-style-type: none"> • Programme specific administration processes are actively monitored for timeliness, effectiveness, and alignment with OP requirements. Any changes required are implemented in consultation with the Head of College and College Leadership Team. • Effective and responses procedures are in place to address student issues across the College • Support to the planning and provision of appropriate induction and orientation processes for students is provided. • Annual College/programme review processes are coordinated effectively, and draft annual programme review reports prepared in conjunction with Head of College and the College Leadership Team. • College and OP deadlines are met wherever possible • Overview of effective leadership of administration is provided for: • College academic committees, including Assessment and Research Committees. • PEACs are coordinated with the Administration Team.



College Staffing	<ul style="list-style-type: none"> • All new staff receive appropriate orientation to the College of Work Based Learning within expected timeframes and in accordance with OP requirements. • Leave Plans and Individual Performance Plans (IPP) and Individual Development Plans (IDP) are always maintained and up to date for direct reports. • Payroll records for College staff are completed accurately and within deadlines. • College records for Health and safety, other compulsory and professional/personal development training are maintained. • Support to the Head of College regarding staffing information and P&C processes is proactively provided
College Business Planning	<ul style="list-style-type: none"> • Annual business and strategic plans are produced in conjunction with Head of College within required timeframes. • Quarterly reports against business plans are produced on time. • College staff planning days are booked in accordingly, support is offered for this planning. • Information required by the Head of College to inform business planning is researched, analysed, and provided as required.
College Finances	<ul style="list-style-type: none"> • College finances are monitored, and reports are completed, to ensure budget/forecast is met, and the Head of College is alerted to any material variances. • Financial matters are accurate, up to date and are readily available within specified timeframes • Head of College is assisted with operating budget preparation and reforecast, and CAPEX budget • Accounts are processed in a timely accurate manner (income and expenditure)
College Events, Project Management	<ul style="list-style-type: none"> • College events/projects are effectively managed wherever possible College wide. • Working alongside Marketing, Sales and Communications prepare the annual programme of marketing and recruitment activities in conjunction with Head of College, Head of School/Programmes. • Working closely with Marketing, Sales and Communications oversee the implementation of the marketing and recruitment programme involving school representatives. • Support the web champions in each of the programmes by ensuring the College's website information is kept up to date. • Oversee the development and support the implementation of any new programmes and innovations ensuring appropriate administration.
Observe principles and practices of Equal Employment Opportunity and Diversity	<ul style="list-style-type: none"> • Fair treatment in the workplace is role modelled at all times.
Fulfil WH&S responsibilities, accountabilities and authorities as outlined in the WHS Policy.	<ul style="list-style-type: none"> • Achievement of a healthy and safe work and learning environment • New and existing hazards will be pro-actively identified and managed • Incidents, accidents, and occupational illnesses immediately reported, and familiarity with existing College hazard registers • Safe work methods will be adhered to including the use of Personal Protective Equipment • Ensure current knowledge of the use of safety equipment is maintained. • Ensure Support is provided for the completion of College Health and Safety audits and Hazard Registers. • Maintain the assisted persons register and inform the College Health and Safety Representative



Demonstrate the Otago Polytechnic Values (Caring, Courage, Accountability, Empowerment) on a daily basis.	<ul style="list-style-type: none"> OP's values and expected behaviours are role modelled at all times.
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Key working relationships *Kā honoka mahi matua*

Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Head of College	Formal Leader. Provide strategic and operational advice (both ways) ensuring College administrative needs are met
College Leadership Team	Provide strategic and operational advice (both ways) ensuring Programme administrative or employment needs are met
Direct reports	Provide vision, leadership, coaching, support, guidance, and communication. Work distribution, peer discussions in a high performing team environment.
All College staff	Provide support, advice, and communication on a range of College of Work Based Learning related activities
Service areas	Provide strategic and operational advice and assistance. Seek feedback and input and provide information.
College Operations Coordinators	Collegial, support and advice across other colleges
Learners	Provide support and advice, work placement opportunities as required
Visitors	Provide information, tours as required
People and Culture	Employment related queries and contract management
Business Services	Purchasing, finance and budgets. Ensuring up to date and timely completion of allowances and timesheets

Decision making authority *Kā rakatirataka whakatauka*

Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Resolution of tactical issues that are of a day-to-day nature	Recommendations are made for enhanced Learner experience and service improvement potential.
Prioritisation of workload and portfolio to bring about maximum organization benefit	
Approvals in accordance with the Delegations of Authority.	

Inherent Requirements:

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety, and welfare at work.

Position dimensions

List the relevant financial and staffing dimensions for which this position is accountable.

- Sales/revenue:** Nil
- Budget:** xx
- Number of employees reporting directly:** xx



Selection Criteria – Knowledge & Skills

Essential:

- Significant operational/administration management experience.
- Experience in leading a successful high performing team
- Experience in setting and monitoring of budgets, including forecasting and financial reporting
- Experienced and proficient user of MS Office products in particular Excel

Desirable:

- Tertiary education administration would be an advantage
- Experience with creation and implementation of business plans is an advantage
- Experience in recruitment of staff would be an advantage

Selection Criteria – Education and Experience

Essential:

- A Tertiary qualification at Diploma level in a relevant discipline is required.

Personal Attributes

- Facilitative and collaborative leadership style
- A high level of professional and ethical conduct
- Ability to follow directions, as well as to be able to think proactively
- Ability to communicate both verbally and in writing, effectively and professionally
- Highly self-motivated and directed
- Keen attention to detail
- Proven analytical and problem-solving abilities
- Ability to effectively prioritise and execute tasks in a high-pressure environment
- Exceptional customer service orientation
- Experience working in a team-oriented, collaborative environment
- Ability to understand and develop systems and processes
- Ability to manage diverse and demanding situations
- High level of cultural awareness

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.